Single Item Measure

Question 4

Survey respondents were asked:

"With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"

Note:

This question was answered by people who indicated they did get a new doctor or nurse when they joined the health plan.

Q4 Finding a doctor you are happy with (N=2,114)

Premera Blue Cross	59%	26%	15%
Community Health Plan of Washington	57%	23%	20%
CUP	58%	20%	21%
Group Health Cooperative	70%	22	2% 8%
Kaiser Foundation Health Plan	68%	199	% 14%
Kitsap Physicians Service	62%	23%	14%
Northwest Medical Bureau	60%	25%	15%
Aetna US Healthcare	58%	18%	24%
QualMed Health Plan	61%	17%	23%
Regence BlueShield	60%	25%	15%
MCO Avg	62%	22%	17%
□ Not a pro	oblem □Small prob	em	☐Big problem

Single Item Measure

Question 8

Survey respondents were asked:

"With the choices your health plan gave you, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"

Note:

This question was answered by people who indicated they needed to see a specialist.

Q8 Problems getting referrals to a specialist (N=1,627)

Premera Blue Cross	65%	13% 22%
Community Health Plan of Washington	62%	21% 17%
CUP	63%	20% 17%
Group Health Cooperative	71%	16% 13%
Kaiser Foundation Health Plan	69%	18% 13%
Kitsap Physicians Service	67%	18% 15%
Northwest Medical Bureau	71%	17% 13%
Aetna US Healthcare	61%	14% 25%
QualMed Health Plan	56%	14% 30%
Regence BlueShield	62%	15% 23%
MCO Avg	65%	17% 19%
□ Not a pre	oblem ☐ Small pro	oblem

Single Item Measure

Question 13

Survey respondents were asked:

"In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"

Note:

This question was answered by people who indicated they had called a doctor's office or clinic during regular office hours at least once in the first 6 months of 1998.

Q13 Got the help or advice needed from doctor's office (N=2,930)

Premera Blue Cross	54%	30%	16%
Community Health Plan of Washington	47%	26%	27%
CUP	47%	26%	27%
Group Health Cooperative	57%	30%	6 13%
Kaiser Foundation Health Plan	52%	27%	21%
Kitsap Physicians Service	59%	26%	6 15%
Northwest Medical Bureau	60%	20%	21%
Aetna US Healthcare	48%	33%	19%
QualMed Health Plan	57%	24%	19%
Regence BlueShield	52%	27%	21%
MCO Avg	53%	27%	20%
□Always	s □Usually	S	Sometimes/Never

Single Item Measure

Question 15

Survey respondents were asked:

"In the last 6 months, how often did you get an appointment for <u>regular or routine</u> health care as soon as you wanted?"

Note:

This question was answered by people who indicated they had made appointments with a doctor or other health provider for regular or routine care in the first 6 months of 1998.

Q15 Got routine care as soon as wanted (N=2,904)

Premera Blue Cross	50%		29%	21%	
Community Health Plan of Washington	41%	3	32%	27%	
CUP	42%		32%	26%	
Group Health Cooperative	45%		37%	18%	
Kaiser Foundation Health Plan	40%	3	32%	29%	
Kitsap Physicians Service	48%		32%	19%	
Northwest Medical Bureau	49%		31%	20%	
Aetna US Healthcare	48%	48% 30%		22%	
QualMed Health Plan	54%		26%	20%	
Regence BlueShield	51%		28%	22%	
MCO Avg	47%		31%	22%	
□Always	s □Usual	ly	- 5	Sometimes/N	eve

Single Item Measure

Question 18

Survey respondents were asked:

"In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"

Note:

This question was answered by people who indicated they had had illness or injury that needed care right away from a doctor's office, clinic, or emergency room in the first 6 months of 1998.

Q18 Got acute care as soon as wanted (N=2,062)

Premera Blue Cross	54%	28	3%	19%	
Community Health Plan of Washington	41%	26%	26%		
CUP	46%	31%		24%	
Group Health Cooperative	50%	31	%	19%	
Kaiser Foundation Health Plan	48%	26%	b	26%	
Kitsap Physicians Service	61%		23%	16%	
Northwest Medical Bureau	62%		19%	19%	
Aetna US Healthcare	49%	27%	o l	25%	
QualMed Health Plan	58%	2	23%		
Regence BlueShield	53%	25	%	22%	
MCO Avg	52%	26	%	22%	
□Always	usuall	ly	□So	metimes/l	Never